

APPENDIX A. EXTERNAL STANDARD OPERATING PROCEDURES MEDICAL MAINTENANCE OPERATIONS DIVISION HILL AFB

U.S. Army Medical Materiel Agency
Maintenance Engineering & Operations Directorate
Medical Maintenance Operations Division, Hill AFB Utah
External Standing Operating Procedures

MCMR-MMO-SMO

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1. Purpose

To provide guidance to units and organizations requesting services from the U.S. Army Medical Materiel Agency (USAMMA) Medical Maintenance Operations Division, (MMOD-UT) at Hill Air Force Base Utah.

2. Scope

These procedures are applicable to all units and activities requesting support.

3. Mission

The USAMMA Medical Maintenance Operations Division provides depot-level services and functions in support of all field TOE medical equipment (except x-ray). We have the capability to refurbish and rebuild field medical equipment to like-new condition, provide repair and return services, administer a Medical Standby Equipment Program (MEDSTEP) and provide on-site support.

3.1. Hill serves as the regional manager, and your single point of contact to address all of your TOE medical maintenance requirements. The map below depicts Hill's Region.

Alaska



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4. Hours of Operation

Our duty hours for the Maintenance Division are 0500 to 1630 (MT), Monday through Friday. If you need assistance or service for field TOE medical equipment, please contact the following personnel:

Chief	(801) 586-4947	DSN 586-4947
Shop Supervisor	(801) 586-4948	DSN 586-4948
Production Control	(801) 586-4949	DSN 586-4949
Fax	(801) 586-5058	DSN 586-5058

Website: http://www.usamma.army.mil/maintenance/operations_divisions.cfm

5. Services Available

- 5.1. All maintenance significant medical materiel except high capacity x-rays and optical equipment.
- 5.2. On-site technical assistance (request must be made to HQ, USAMMA)
- 5.3. Telephonic technical assistance
- 5.4. Medical Equipment Standby Program
- 5.5. Repair of TO&E medical equipment
- 5.6. Parts support to AMEDD Limited Support Items (ALSI)

6. Requesting Services

- 6.1. Prior to sending any nonstandard medical equipment, call DSN 586-4949/4947 to ensure that the items can be supported at this division.
- 6.2. When shipping equipment for repair or service, please use the following address:

U.S. Army Medical Materiel Agency
6149 Wardleigh Road
Bldg. 1160, Bay 1
Hill AFB, UT 84056-5848
DODAAC: W81PYK

- 6.3. The owning or supporting unit is responsible for ensuring that the equipment is cleaned and disinfected prior to shipping the item to our Division for service.

6.3.1. Contaminated or unsanitary equipment will be returned to from wherever it came with no maintenance action taken.

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6.4. Each equipment item must be shipped with the following:

- ◆ All accessories needed to operate, test and/or calibrate the unit
- ◆ manufacturer's service literature for non-standard equipment
- ◆ DA Form 2409 (for manual systems), or a work history printout (for automated systems)
- ◆ DA Form 2407 containing the following:
 - unit name and address
 - DODAAC and UIC
 - point of contact
 - commercial/fax telephone numbers
 - priority
 - brief description of the problem or requested service (i.e., repair and return)

Note: We request that you contact us prior to shipping non-standard equipment.

6.5. Upon receipt of your equipment, an automated work order will be generated and faxed to your point of contact. Please reference our work order number regarding all inquiries.

6.6. When services are completed, the equipment will be shipped to your return address and POC. A copy of our closed automated work order will be returned with the equipment for updating your unit's records.

6.7. Equipment that is not economically repairable will be condition coded in accordance with applicable regulations. The owning or supporting unit will be notified for disposition instructions. Equipment items will be returned to your unit or disposed of locally, in which case your unit will be provided a copy of the closed automated work order and a signed copy of the DD Form 1348 for your records.

6.8. Repairs or services that will exceed the One Time Expenditures Limit (OTEL) or Maximum Expenditure Limit (MEL) will require a waiver approved by your organization commander or designee prior to the accomplishment of any repairs or services.

6.9. All units, organizations, facilities or agencies other than active army (P84 and medical P1 funds) are required to reimburse USAMMA for all services. Army National Guard and Army Reserve units are not required to submit funding citations as their respective headquarters provide funds on an annual basis to cover their medical equipment. Funding documentation from other reimbursable customers must include the following:

- Document number to include owning DODAAC, UIC, and address
- Funding citation
- Authorized amount (amount authorized for service)
- Point of contact and telephone number
- Nomenclature of item
- National stock number, management control number, or non-standard number
- Model number and quantity sent with serial numbers
- Any accessories, maintenance manuals, or other materiel that may be required to perform service on the equipment
- Identification of all accessories

6.10. On-site maintenance support for field TOE equipment is available from our Division and should be coordinated with us first to ensure availability of manpower and resources. All requests for on-site maintenance support must be through appropriate command channels to the Commander, U.S. Army Medical Materiel Agency, ATTN: MCMR-MMM, 1423 Sultan Drive, Fort Detrick, MD 21702-5001. Requests must include name and location of the requesting

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unit and work site, specific requirement to include estimated man-hours, recommendation, and priority from local command.

6.11. On-Site Sustainment Maintenance support for National Guard TO&E medical equipment is available from the Utah Maintenance Division on an annual basis for the states of UT, ID, KS, MO, NE, IA, MN, WI, WY, CO, MT, AK, ND, SD, MI, IN, IL, and KY. Personnel from our Division will be contacting all USANG TO&E units with in these states annually to arrange for specific dates and times for providing service. For this program to be successful, it is essential that our records reflect the most current information for each unit's point of contact, phone number, e-mail address, unit name, location and UIC. If any of this information has recently changed or your unit has not been contacted by our Division, please contact us at 801-586-4948/4937 or DSN 586-4948/4947.

7. Repair Parts for Field TOE Equipment

7.1. Repair parts to support equipment for which the manufacturer or other sources will no longer supply parts may be requested from our Medical Maintenance Division, commercial 801-586-4950/4948. All requests will require your unit name, address, DODAAC, point of contact, commercial/fax telephone numbers, the NSN of the end item and the part number(s) of the items requested.

7.2. The USAMMA is in the process of establishing a Centralized Repair Parts Program at the Utah Medical Maintenance Division for all TO&E Medical Equipment. Depending on the availability of funding, we may be able to assist you with your repair parts requirements. Please call one of our Supply Technicians at COM 801-586-4950/5962 or DSN 586-4950/5962 and they will explain how the process works and what information you will need to provide.

8. Medical Standby Equipment Program (MEDSTEP)

8.1. MEDSTEP assets will not be used to fill equipment shortages, replace uneconomically repairable items or expand operational missions.

8.2. MEDSTEP assets will be requested through our Medical Maintenance Division at commercial 801-586-4949. All requests will require your unit name, address, DODAAC, point of contact, commercial/fax telephone numbers, and a brief description of your requirement.

8.3. The requesting unit is responsible for the care and maintenance of the MEDSTEP item and to ensure the item is cleaned and properly packed prior to returning the item to our Division.

9. Cannibalization Point

The MMOD-UT maintains unserviceable assets of selected medical equipment for cannibalization. Authorized customers may request parts from cannibalization for mission critical medical equipment when parts are not available from any other source.

Chief, Medical Maintenance Operations
Division
USAMMA